



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Norlight, Inc.**  
**Cinergy Communications**  
**for quarter ending March 31, 2009**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.53	1.61	1.66	1.60
B. Operator Answer Time - Information [730.510(a)(1)]	4.56	3.90	4.37	4.28
C. Repair Office Answer Time [730.510(b)(1)]	23.55	52.75	31.99	36.10
D. Business or Customer Service Answer Time [730.510(b)(1)]	68.60 *	61.42 *	48.89	59.64
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.00	0.00	0.00	0.00
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Norlight, Inc. utilizes IBT's wholesale complete to provide local services to approximately 30 customers in Illinois. Norlight is not adding new customers at this time.



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